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Workforce Management Web for Supervisors Help

Users

Users

Users are supervisors and other persons who are not agents. Users are divided into two groups:

1. Users who have been imported into WFM (**WFM users**).
2. Users who are configured in Genesys but not selected as WFM users (**Genesys Users**).

In the **Users** module, you can:

- View a list of existing WFM **users**.
- View user **properties**.
- Configure a specific **time zone**, **WFM Builder** instance, and **security role** for a user.
- View and edit security **role privileges**.
- Grant or remove a user's **access rights** to business units, sites, and teams.
- Grant or remove a user's access rights to **notifications**.

Tip

If the user's role privileges are changed in this module and they no longer match the privileges set in the **Roles** module, the following dialog appears:





Figure: Confirmation Dialog

Click **Yes** to unassign the current security role or click **No** to cancel the action and retain the user's current security role.

Users Pane

This pane contains a list of users that have been imported into Workforce Management. It has the following columns: **Username**, **First Name**, **Last Name**, and **E-mail**. You can add users to this list (see **Importing Genesys Users**), or delete them.

In this pane, you can:

- Import Genesys users into WFM by clicking **Import Genesys User** .
- Delete users by selecting them in the list and clicking **Delete** .
- Search users by entering their usernames in the **Search** field.
- Sort the list by clicking the **Username**, **First Name**, or **Last Name** column headers.

Importing Genesys Users

When you import Genesys users, a pane opens that includes a drop-down list of the existing security roles. By default, the user you select is assigned the first role in this list. If no security roles exist, the list displays <none>. All imported users are assigned to the role selected from the list.

After import is finished, the **Users** pane displays the new users in its list. You can then select a user and change or configure their settings in the **Properties**, **Role Privileges**, or **Access Rights** pane.